

SAMPLE COVID-19 REOPENING PROCEDURES CHECKLIST RESTAURANTS AND BARS WINERY/BREWERY/DISTILLERY TASTING FACILITIES

Business Name:

Facility Address:

This sample reopening procedures checklist was developed to assist food and beverage facility operators to prepare their COVID-19 operating protocols and procedures. Employees shall also be trained and a person in charge designated to ensure the procedures are followed on a day to day basis. Please visit www.emergencyslo.org/reopen for information regarding the reopening process and industry guidance.

A. Individual Control Measures and Screening:

Signage

Signage at each public entrance and in reservation confirmations to remind patrons they should not enter the facility if they are sick with COVID-19 symptoms, use face coverings when not eating or drinking, practice social distancing, wash hands with soap and water, and use hand sanitizer.

Face Coverings and other Personal Protective Equipment

Implement use of face coverings in accordance with California Department of Public Health (CDPH) guidance.

Workers should have face coverings provided if required to wear them.

Communicate to patrons that they should use face coverings when not eating or drinking in accordance with CDPH guidelines.

Consider making face coverings available for customers who arrive without them. People exempt from wearing face coverings, and babies and children under the age of two, should not wear face coverings in accordance with CDPH and CDC guidelines.

Provide disposable gloves to staff handling dirty dishes and impermeable aprons and eye and face protection to dishwashers. Change and/or disinfect frequently.

Provide disposable gloves to workers conducting symptom screening or using cleaners and disinfectants if required.

Health and Sanitary Practices

All employees have been told not to come to work if sick. Monitor employee temperature and health at the beginning of each shift for COVID-19 symptoms or verify self-screening before coming to work according to CDC guidelines.

Guests and visitors should be screened for symptoms upon arrival and asked to use hand sanitizer.

Encourage frequent handwashing and use of hand sanitizer.

B. Cleaning and Disinfecting Protocols:

Disinfect High Touch and High Use Areas

Perform thorough cleaning in high traffic areas (i.e., waiting areas, break rooms, entry ways, handrails, elevator controls, etc.) on the following schedule:

Frequently disinfect commonly used surfaces and surfaces touched by patrons (i.e., door handles, light switches, waiting area chairs, credit card terminals, restrooms, toilet facility fixtures, etc.) on the following schedule:

Clean touchable surfaces used by employees between shifts or between users, whichever is more frequent (i.e. working surfaces, phones, registers, touch screens, time clocks, kitchen and bar utensils, etc.) on the following schedule:

Disinfecting Products and Sanitary Supplies

Equip spaces such as dining rooms, bar areas, host stands, and kitchens with proper sanitation products, including hand sanitizer and sanitizing wipes and ensure availability.

Ensure that sanitary facilities always stay operational and stocked with soap, paper towels and warm water.

Provide hand sanitizer (using touchless dispensers if possible) at guest and employee entrances and contact areas at the following locations:

Install hands-free devices, such as hand sanitizer and soap dispensers, if possible.

Use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow product instructions and Cal/OSHA requirements.

Cleaning and Disinfecting Practices

Continue following California Retail Food Code requirements for cleaning and sanitizing food contact surfaces.

Provide time for workers to implement cleaning practices during shifts.

Remove dirty linens from dining tables from dining areas in sealed bags.

Thoroughly clean each customer dining location after each use. Discard disposable seat or pillow covers after each use.

Ventilation

Consider upgrades to improve air filtration and ventilation.

Increase fresh air circulation by opening windows or doors if possible and in accordance with security and health and safety standards for vermin exclusion.

Customer Service Areas

Provide disposable, digitally available, or other low touch menus. If not available, disinfect menus, order numbers, etc. before and after each customer.

Do not preset tables. Provide table settings (napkins, cutlery, glassware, etc.) to customers only as needed.

Supply shared condiments only as needed or supply single serve containers.

Pre-roll utensils in napkins prior to use by customers and store in a clean container.

Provide takeout containers as needed and ask customers to pack their own leftovers.

Do not leave out mints, candies, snacks, and toothpicks. Provide only as needed.

Close areas where customers congregate or touch food or food contact surfaces such as:

- Self-service areas with condiment or utensil caddies
- Self-service food, beverage, or ice dispensing machines
- Self-service buffets, salad and salsa bars and snack areas

Discontinue tableside food preparation.

C. Physical Distancing Guidelines:

Patron Service Areas

Adjust maximum occupancy to limit the number of people inside in order to facilitate physical distancing such as removing tables and chairs from dining areas, using visual cues to show they are unavailable, and installing Plexiglas or other physical barriers to separate customers for tables/booths that cannot be removed to separate customers. For outdoor seating, maintain physical distancing of at least six feet.

Prioritize outdoor seating and curbside pickup. Be sure to comply with local laws and regulations.

Encourage customer reservations.

Ask customers to wait in their cars away from the establishment and alert them that their table is ready through their mobile phones. Avoid using “buzzers”.

Implement measures to physically separate workers and customers by at least six feet using measures such as reconfiguring space, installing physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where people should stand).

Implement peak period queuing procedures, including a host to remind customers to practice physical distancing.

Discontinue open seating. Show parties to their tables one party at a time.

Limit the number of patrons at a single table to a household unit or patrons who have asked to be seated together.

Discontinue seating customers and/or groups at bar counters and sushi preparation bars, etc. when they cannot maintain at least six feet of distancing from employee work areas/stations.

Discourage customers from ordering from the bar and instead usher guests directly to their table. If customer must order from a bar, reconfigure space so that bartenders, other workers, and customers can maintain at least six feet of distance from each other.

Adjust music volume so that employees can maintain distance from customers and hear orders.

Take-out and Delivery Practices

Provide takeout, delivery, and drive through options for customers.

Eliminate person to person contact for delivery of goods whenever possible. Designate drop off locations away from high traffic areas and maintain physical distance from delivery drivers.

Use contactless pick-up and delivery protocols to provide takeout food.

Employee Work Areas/Stations

Install physical barrier or partitions at workstations such as cash registers and host stands where physical distancing is difficult.

Establish one-way directional passageways for foot traffic, if possible, to eliminate employees from passing one another.

Adjust in-person meetings, if they are necessary, to ensure physical distancing.

Stagger employee breaks, in compliance with wage and hour regulations, if needed.

Reconfigure, restrict, or close common areas, like employee break rooms, provide alternative where physical distancing can be practiced, and discourage employees from congregating in high traffic areas.

Reconfigure kitchens to maintain physical distancing in those areas where practical, and if not practical, stagger shifts if possible, to do work ahead of time.

Close or increase distance between tables/chairs in breakrooms or provide break areas in open space to ensure physical distancing.

D. Additional Considerations for Bars:

Discontinue activities that encourage movement and shared items between guests including karaoke singing, open mic performances, trivia activities, mixers, pub crawls, etc.

Discontinue services and activities that carry an increased risk of contamination from sharing and splashing and such as drinking games and/or contests, drop shots, etc.

Consider limiting excessive consumption of alcohol that could deter guests' compliance with these guidelines.

Close dance floors and discontinue performances such as musical or dance acts that encourage large gatherings.

E. Additional Considerations for Winery/Brewery/Distillery Tasting Facilities:

Provide a clean glass for each tasting and, if possible, do not pour beverages into a glass that a customer has already used (smelled, tasted from, etc.)

Discontinue the use of communal dump buckets, spit buckets, spittoons, etc. Provide individual, disposable cups to each guest instead to avoid splash contamination between guests.

Do not touch beverage container necks to cups, glasses, etc., when pouring wine, beer, or spirits.

Take measures to ensure that tasting group appointment times do not overlap to minimize interaction of people from different groups and places.

Discontinue tours that combine individuals from different households into the same tour group. Tour guides must maintain at least six feet of physical distance from customers/visitors.

F. Additional Measures:

Additional measures not included above:

Copies of this checklist have been posted in a conspicuous place and are provided to all employees.

Contact the following person with any questions or comments about this protocol:

Name:

Phone Number:

Date: